



# Win business and build loyalty from the first “hello!”

Grow your business with Ruby and a cell phone.

From answering and transferring calls to taking messages and placing outbound calls on your behalf, Ruby serves as an extension of your team, ensuring exceptional client experience while giving you the freedom to focus on growing your business.

## WOW CALLERS WITH A PERSONAL EXPERIENCE

Our award-winning receptionists take client experience seriously. Supported by software that empowers human connection, our team can:

- Answer and transfer your calls
- Take messages or over voicemail
- Schedule appointments
- Collect intake information and answer basic FAQs
- Place calls on your behalf, and more!

Just like an in-house hire at a fraction of the cost, callers never know Ruby’s receptionists aren’t sitting in your office.

## MANAGE YOUR DAY (AND YOUR BUSINESS) WITH THE RUBY APP

Work happens everywhere—so does Ruby. Our mobile app puts the power of the front desk right in the palm of your hand, working in tandem with our receptionists so that you can:

- Check your messages while on the go
- Stay on top of call activity
- Change your call instructions on the fly
- Keep your personal number private with a Ruby-hosted business number

And Ruby never takes a day off, ensuring none of your calls slip through the cracks, even when you’re on the go.

*“Ruby allows my office to focus on our work, while knowing all our calls will be answered by a friendly, live human. Engaging Ruby was one of the smartest things I did when I opened my own firm, and a key to my firm’s success.”*

**Michael Downey**

DOWNEY LAW GROUP

## RUBY RECEPTIONIST CLIENTS ENJOY

**20%**

Increase in sales inquiries from 100% live answering

**20%**

Increase in satisfaction

**10hrs**

Time savings for productive work

**2-3x**

Quantifiable return on the investment in Ruby



# Turn callers into customers with Ruby's virtual receptionist services.

Live, friendly receptionists delight your callers—with plans to fit your business.

## All Ruby virtual receptionist packages include the following, and more!

### CUSTOMIZED CALLER EXPERIENCE

In English and Spanish, our live receptionists answer questions, take messages, and direct callers to your personal line or voicemail—all based on your customized instructions.

### ON-DEMAND CALL MODIFICATION

Unexpected meeting? No problem. Change your availability status as often as you need with a single click in Ruby's app and our receptionists will instantly modify how they handle your calls.

### ON-THE-GO MOBILE TOOLS

View call activity, change your availability status, sync your contacts and calendar, make calls, and send text messages from your Ruby-hosted business line, and more from the Ruby app.

### REAL-TIME NOTIFICATIONS & UPDATES

Immediately view information about calls, including transcribed voicemails, messages taken by receptionists, and minute usage in the mobile app or our online portal.

### EXTENSION OF YOUR TEAM

Our virtual receptionists stay in-the-know about the local time and weather so that they can greet your callers, make outbound calls, and schedule meetings with Calendly, as naturally as if they were in your office.

#### CALL RUBY 50

**\$245** /mo

**50**

Receptionist minutes

#### CALL RUBY 100

**\$385** /mo

**100**

Receptionist minutes

#### CALL RUBY 200

**\$705** /mo

**200**

Receptionist minutes

#### CALL RUBY 500

**\$1,695** /mo

**500**

Receptionist minutes

**Ruby's award-winning receptionists provide your customers with an exceptional experience—giving you peace of mind to focus on your business. We answer your calls live 24/7/365. Service is available throughout the United States, Canada, and the Caribbean.**

For more information, view [Ruby's Virtual Receptionist Pricing Packages](#) [Ruby's Terms and Conditions](#)



# Turn your website into a lead generation machine.

Capture more business with 24/7 full-service chat.

**Make your website work harder for you! Ruby's 24/7 full-service chat offerings ensure you never miss an opportunity to respond to questions, capture contact information and generate new business leads.**

## ENSURE YOUR BUSINESS'S FIRST IMPRESSION IS NOT ITS LAST

Consumers today are short on time and attention. If you aren't available when a visitor comes to your website, they'll click away to a company that is.

Ruby's chat services connect with visitors within one minute, capturing the information you need to qualify leads and grow your business. We'll work with you to identify the best chat solution to engage your site's visitors and create meaningful connections that lead to long-lasting customer relationships.

## INCREASE SITE VISITOR ENGAGEMENT AND YOUR PROSPECTS

Ruby sends chat notifications in real-time via email so you can act quickly when a potential or current customer reaches out. Host unlimited chats and capture each actionable chat transcript in its entirety to gather valuable customer insights. And with Ruby's intuitive operator dashboard and reporting features, you'll instantly see the impact adding live chat has on your business.

Boost your bottom line and create better experiences with Ruby's chat services.



*"We started getting chats right away, and most of them booked calls with us. Every call sold. In the first two weeks, we've generated enough revenue to cover two months of the service."*

**Bob Rehfuss**  
BEAR VALLEY PLUMBING & HEATING

## RUBY 24/7 CHAT DELIVERS

**100%**  
Response rate in an average of 30 seconds

**40%**  
Increase in leads direct from your website

**200k+**  
Positive reviews from online chat users



# Capture more business with Ruby full-service chat.

Live, professional chat specialists drive online lead generation— with plans to fit your business.

## All Ruby full-service chat packages include the following, and more!

### 100% LIVE CHAT

Ruby's professionally-trained, US-based, full-service chat specialists greet and engage with your website's visitors within seconds, helping you win and retain more customers.

### CUSTOMIZED CHAT EXPERIENCE

From customized greetings and conversations to talking points tailored around your business's unique offerings and value propositions, we represent your business the way you would.

### SIMPLE IMPLEMENTATION

All you need to do is fill out a short online survey about your business and our implementation experts will take care of the rest! In no time, you'll be up, running, and capturing more leads.

### REAL-TIME NOTIFICATIONS & UPDATES

Receive information and take action on chats with notifications delivered via email and your online dashboard. View names, contact information, and chat transcripts so you can customize your response.

### LIVE CALL CONNECT

Connect with potential customers at the moment of interest with Ruby's connect-to-call feature that transfers chatters to your business with a warm phone call hand-off.

### CHAT RUBY 10

**\$140** /month

**10** chats

### CHAT RUBY 30

**\$330** /month

**30** chats

### CHAT RUBY 50

**\$510** /month

**50** chats

Ruby's US-based full-service chat specialists create meaningful engagements with your website visitors 24/7/365, turning more leads into customers, and helping you grow your business.

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